

# MANUFACTURING EXTENSION PARTNERSHIP

## Success Stories from the Field

### **Pelican Products, Inc.**

#### **California Manufacturing Technology Consulting**

#### **Pelican Products Achieves ISO 9001:2000 Certification**

##### **Client Profile:**

Pelican Products is a 20 year-old designer and manufacturer of high-reliability commercial duty flashlights and high-impact carrying cases for products that demand superior protection. Pelican's products are marketed worldwide and distributed from centers in four countries. Pelican Products' 390 employees presently work in a 108,000 square foot facility. The company has annual sales of \$60,000,000.

##### **Situation:**

Pelican Products' management team took an introspective view of company performance and decided that, to remain successful and establish greater growth, the company needed a system that would formalize basic business standards and establish an overall discipline for manufacturing processes. The company decided to pursue certification to the ISO 9001:2000 quality standard. Pelican Products contacted California Manufacturing Technology Consulting (CMTC), a NIST MEP network affiliate, for assistance.

##### **Solution:**

CMTC conducted an assessment to establish the baseline for Pelican Products' project. As a first action step, CMTC provided hands-on training to teach Pelican's employees the basics of quality standards: how to develop a quality policy and objectives, a quality manual, flow charts, and procedures. During the development of the process flow charts and work instructions, members of the management team and employees saw for the first time how the company really functioned. This insight provided a clear, structured picture of product manufacturing and the role employees play in it. Knowing how they could impact product quality, the employees developed a new sense of discipline. As a result, Pelican Products gained a new consistency in the way that manufacturing processes are performed and was able to realize productivity increases through a reduction in operating costs. After receiving basic training, Pelican began to develop its key documentation with CMTC's help. CMTC also trained internal auditors, whose practice audits culminated in the company's first management review meeting. When the company was ready, an independent registrar conducted an assessment audit that Pelican passed with flying colors. The company was registered to ISO 9001:2000 in September 2002.

##### **Results:**

- \* Achieved ISO 9001:2000 certification.
- \* Increased productivity.
- \* Reduced costs of manufacturing by \$432,000 between 2002 and 2003.
- \* Reduced costs of scrap, warranty, rework, and other quality indicators.

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- \* Reduced rejected product rate, thereby reducing materials costs.
- \* Improved customer satisfaction.

**Testimonial:**

"The professionalism and dedication [of California Manufacturing Technology Consulting] helped us significantly reduce our cost of quality."

Scott Nicholson, Quality Assurance Manager